



STRATFORD HEALTH CENTRE Patient Newsletter – September 2019



GP PATIENT SURVEY

- The GP Patient Survey is undertaken annually by Ipsos/Mori – an international market research company, on behalf of NHS England and surveys every GP Practice in the UK. Results are published every summer and the full details for any practice can be reviewed at <http://gp-patient.co.uk/>
- The survey is sent out randomly to around 5% of our patients and asks for feedback on all aspects of the Practice. The survey enables us to recognise where we are getting things right and more importantly, identify opportunities for us to do things better. Our results are shared and discussed with the whole practice teams and we agree a Practice Action plan to focus on these opportunities in the months ahead.
- We also discuss the detailed feedback with our Patient Participation Group and explore their views, opinions and suggestions in their role of representing our 'Patients Voice'.

THE THINGS YOU LIKED.....



WHERE YOU WOULD LIKE US TO DO MORE....

What you said

You want us to improve your experience of making an appointment

You want to see your preferred GP more often

You want to wait less when you come in for a scheduled appointment

You want it to be easier to get through to the practice via phone

What we plan to do

Continue focus on our internal service training commitment 'SMILE' with all of our Practice team. Investment in additional resource and our Duty Management team will allow more regular monitoring and feedback with the aim to improve the consistency of our service to you. We will also encourage greater understanding and usage of Patient on-line access enabling you to make appointments, request repeat medications and view results from tests you may have.

The national recruitment problem and general shortage of GP's of course presents a challenge to us. We have had to review and evolve our clinical team and are pleased that we have been able to sign up regular locum GP's as well as developing our clinical team with the new roles of Nurse Practitioners and Physician Associates. This has and will enable more appointments to be available and for us to build patient confidence in our teams at all levels.

On occasions waiting times are out of hands if our team are dealing with complex/emergency situations. We will endeavour to provide better communication to our patients when you check in and regular updates if our clinical team are running late. We will also support in house training on managing clinical appointments effectively. We agree that 10 min GP and Nurse practitioner appointments are challenging but this is the current NHS England/ Department of Health guidelines for GP Practices.

We have currently invested in a more efficient telephone queueing system which will be up and running in October 2019. We are extremely confident that the patient experience will be significantly enhanced and user friendly.



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- GP Patient survey is just one of several tools used to capture Patient Feedback.
- Other ways we capture patient feedback are:
 - Friends and family Test
 - NHS Choices
 - Internal Survey
 - Patient Participation Group (PPG)
- Come on in and have a chat with a member of our reception staff or speak to a Duty Manager if you would like more information on any of these methods for capturing your feedback.
 - You can even speak to us when you come in for any appointment...!
 - We welcome any questions and our staff will be more than happy to explain the process to you

NHS CHOICES

Few examples of what you said about your surgery on NHS Choices.....



"GP and some of the staff is amazing. Hope phone line can be better."



"One particular receptionist is very calm, friendly and professional.
Also another lady is also caring and nice as a nurse she was professional too"



"We recently went to see the surgery nurse for our travel vaccinations. We are a family of 5 with 3 young children and travelling to exotic locations. The nurse who saw us was extremely professional, knowledgeable and caring. What was very impressive was her knowledge of our vaccinations history - she had done her homework and gave us relative, important and well-rounded advice/ guidance. In addition, it helped that she was very approachable, friendly and person-focused. She put us at ease especially because we had 3 anxious young kids!"

Friends and family Test (FFT)

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to your views helps us identify what is working well, what can be improved and how.

The FFT asks people if they would recommend the service they have used and offers a range of responses. We collate feedback monthly and submit data to NHS England and share feedback and actions with our team.

Examples of feedback you gave to a clinician or reception staff...

- ✚ 'Can see GP very quickly'
- ✚ 'Keep up the good job'
- ✚ 'Always there to help'
- ✚ 'No advance bookings'
- ✚ 'Challenging to get through the phone'

75% of you said you would recommend this practice to your friends and family*

*Average of last 3 months FFT